



Duck Creek Claims + Intelligence

Fast, Accurate Claims Handling with Document Intelligence



Duck Creek
Technologies

To achieve sustainable growth, P&C carriers must rethink how they manage claims, leverage data, and deliver exceptional customer experiences. Yet, traditional claims systems struggle to keep pace with rising customer expectations, emerging risks, and the rapid evolution of technology.

A modern, intelligent claims platform is essential for smarter processes that drive efficiency and insight. Welcome to a future where Duck Creek optimizes claims handling, reducing costs, and delighting policyholders.



AI-Powered Claims: Speed and Accuracy Redefined

For decades, Duck Creek has been at the forefront of insurance technology, revolutionizing how P&C carriers thrive and innovate. With Duck Creek Intelligence, we fuse our deep insurance expertise with advanced AI to redefine how carriers operate, innovate, and lead.

Duck Creek Claims + Intelligence embeds AI-driven insights where they matter most: within your operational workflows, to add speed and accuracy to claim handling. By transforming raw data into actionable insights, we empower smarter decisions so you can innovate with confidence, not guesswork. Now, summarizing claim files, which once took hours, happens in seconds.



Prompt Adaptability

Configurable prompts let you shape summaries to fit your use cases and align with your organization's goals.



Seamless Integration

Document Intelligence connects to Duck Creek Claims through a single API. This simplifies deployment and fits easily into your existing processes without causing disruption.



Compliance & Future Readiness

Results in seconds with cited sources. Multi-tenant, cloud-native architecture for rapid deployment and scaling for tomorrow's AI needs.





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What Sets Duck Creek Apart

Duck Creek's approach to AI isn't about chasing trends: it's about delivering practical, ethical, and future-ready solutions that drive real business outcomes for P&C insurers. Our strategy combines advanced technologies with governance and partnerships to ensure AI works for you, not the other way around. From agentic AI that plans and acts across workflows to generative tools that boost productivity, and from transparent governance to a robust partner ecosystem, Duck Creek sets the standard for AI that is powerful, purposeful, and trusted.

- ▶ Configurable human-in-the-loop provides checkpoints for critical decisions
- ▶ Scalable across all lines of business, and ready for future AI enhancements
- ▶ Transparent pricing ensures that you get value out of every summarization
- ▶ Out-of-the-box connectivity to the Duck Creek suite, providing instant access to AI
- ▶ Ethical & transparent governance through our AI Innovation & Governance Council.
- ▶ Strategic AI ecosystem partnerships, including Microsoft to embed best-in-class language understanding, predictive modeling, and claims automation

Imagine this:

A major storm hits overnight, and your claims team is flooded with hundreds of complex files by morning. Instead of spending hours combing through documents, they open Duck Creek Claims powered by Intelligence. In seconds, generative AI summarizes each claim, extracts key details, and surfaces actionable insights, so adjusters can make faster, more accurate decisions. What once took hours now happens instantly, freeing your team to focus on customers when they need you most.

The future of insurance is intelligent, ethical, and human-centric. **Duck Creek Intelligence** helps insurers handle documents smarter and faster, while staying in full control.

Chart your course to P&C insurance leadership today. Visit duckcreek.com/talk-to-sales to request a meeting. Let's discuss your specific needs and see a demo of our solutions.

About Duck Creek Technologies

Duck Creek Technologies is the intelligent solutions provider defining the future of the property and casualty (P&C) and general insurance industry. We are the platform upon which modern insurance systems are built, enabling the industry to capitalize on the power of the cloud to run agile, intelligent, and evergreen operations. Authenticity, purpose, and transparency are core to Duck Creek, and we believe insurance should be there for individuals and businesses when, where, and how they need it most. Our market-leading solutions are available on a standalone basis or as a [full suite](#), and all are available via [Duck Creek OnDemand](#).